





Socialserve: Subsidy Administration and Online Housing Database


Audience: Charlotte SOID Committee
Date: Thursday, August 19, 2021

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Socialserve connects people to housing and provides supportive, second chance employment.





Most team members have experienced serious barriers to employment such as incarceration, addiction, and/or housing crises.

With continuous training, team members gain transferable customer service, sales, & data management experience.

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From Charlotte, we serve 30 states...








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-  Housing Listing and Location
-  Tenant Relocation
-  Housing Relationship Management
-  Hotlines for Housing Programs
-  Data Collection & Inspection Scheduling
-  Housing Assistance Fund Management


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Rental Subsidy Administration

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-  Began administering rent, utility, and hotel assistance in April 2020
-  Sources Administered: Covid-19 Response Funds and Treasury Funds (via the RAMP program); and Emergency Solutions Grants (ESG)
-  RAMP: Applications submitted online by tenants are reviewed by DreamKey Partners. Socialserve pays property, utility, and hotel providers within 5 business days of approval
-  ESG: Households matched to a homeless services provider, which determines the households' eligibility for ESG then refers them to Socialserve to handle housing location and payments
-  ESG: Socialserve finds a housing provider, shepherds the client through the application process, pays upfront housing costs as well as monthly rental subsidies and utility assistance


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RAMP Administration Challenges/Successes

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Challenges: FAST rollout, collecting required documentation, constantly evolving priorities, sheer volume of payments to be distributed
- 


Successes: close partnership administering program with DreamKey adds process controls; investment in online platform to track application status
- 


Incentives: very fast payments, minimal requirements of property providers
- 

2020 utilization: over \$18M distributed to assist over 6,000 households
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2021 utilization: \$25.5M distributed to assist over 4,500 households to date


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ESG Administration Challenges/Successes

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Challenges: the households we are assisting have complex backgrounds that are considered risky by property providers; the documentation is time-consuming
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Successes: collaboration with United Way and several homeless services agencies; leveraging other funding sources to remove eviction and utility debt
- 

Incentives: one point-of-contact for housing providers; up to 2 month's rent signing bonuses, holding fees, assistance with damages, stability bonuses
- 

Utilization: over 100 chronically homeless households placed in permanent housing and over \$550K in eviction debt, upfront housing costs, and incentives in 2021

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Online Housing Database

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Covers all 100 NC Counties. Accessed via www.NCHousingSearch.org or www.Socialserve.com



Paid for by NC Department of Health and Human Services via subcontract with NC Housing Finance Agency



As of 8/16/21 in Mecklenburg County:

- 4,953 property providers
- 30,554 total units – of which 197 are marked “available”
- 9,667 housing searches in the last seven days
- 12K of 17K *listings* indicate willingness to accept Housing Choice Vouchers
- A listing is a type of unit – may represent multiple units

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Online Housing Database (continued)

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To list properties, either call 877-428-8844 or click “Login” at top right of either site, then “Need an account to list properties?”



Unrented units are updated via email and phone:

- Monthly emails to property providers with “quick links”
- If no response, provider is called by Socialserve 3 times
- Asked to updated “rented” status and rental amount



Socialserve partners with Inlivan by offering:






- A place for landlords to show willingness to accept vouchers
- A resource for voucher holders to search online or call for assistance searching for housing that accepts vouchers
- Bulk emails to property providers about Inlivan events



Socialserve is willing to assist with landlord recruitment

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How the Online Database Works

-  Visit www.NCHousingSearch.org or www.Socialserve.com
-  Type in City or Zip Code (NCHousingSearch.org) or select State then City (Socialserve.com)
-  You can then “Refine Your Search” to add filters for number of bedrooms, rent range, accessibility features, whether landlord accepts vouchers, and many more
-  Click on listings of interest to find more details about all the features, amenities, contact information, and more
-  Print the list of properties or save the link to revisit them later

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DEMO: Landlord Sign-Up



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DEMO: Landlord Sign-Up

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Find helpful coronavirus resources for North Carolinians on our special COVID-19 webpage

Login | Select Language

NC Housing Search.org

A free service to list and find housing in North Carolina

RESOURCES FIND RENTALS LIST RENTALS

This login page is for all property managers, caseworkers, and registered users.

Login

* Username:
(typically a full email address)

* Password:

Need an account or more information?

- [Need an account to list properties?](#)
- [Forgot your password?](#)
- [Looking for local information \(FAQs, FMRs, etc.\)?](#)

Session cookies must be enabled to use this service.

[Click here to continue](#)

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DEMO: Landlord Sign-Up

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New Account Registration for Landlords and other Property Providers

[Lost your username or password? No need to re-register. Reset your password online, email or call us.](#)

NEW REGISTRATION INFORMATION:

- We use your email to make sure your available listings are up to date. We may also email important local landlord information.
- Attention Multifamily Owners/Managers: account holders must be able to update availability of listings! Please create separate accounts for each property contact.**
- (public) and (private) indicate whether information will be publicly displayed or not. After you register, you will be able to choose contact information for each listing and can adjust account privacy settings at any time.
- Fields with an * are required.

Name: (public)

* Your First Name:

* Your Last Name:

(NOTE: We need your name to register you. You will be able to adjust public contact information for each of your listings.)

Company Information: (public)

Company Name:

(if applicable)

* Type of Company: ☐ Private Owner ☐ Housing Authority ☐ Property Manager or Realtor

Public Company Website:

(ex: www.myweb.com)

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DEMO: Landlord Sign-Up



Special Needs Populations: (private)

Help Your Community - Your Rentals Can Make a Difference

Select boxes to promote listings to local agencies and housing programs. This may help lease units faster and offer rewarding opportunities to work with area programs and tenants. This information will only be viewable by authorized support workers.

Remember that Fair Housing and local regulations apply to all tenants!

- | | | |
|---|--|--|
| <input type="checkbox"/> Blind or Visually Impaired | <input type="checkbox"/> Homeless | <input type="checkbox"/> Refugees |
| <input type="checkbox"/> Deaf or Hard of Hearing | <input type="checkbox"/> Homeowners Impacted By Foreclosure | <input type="checkbox"/> Shelter Plus Care/CoC [?] |
| <input type="checkbox"/> Domestic Violence | <input type="checkbox"/> Mental Health Consumers | <input type="checkbox"/> Sponsored Tenants [?] |
| <input type="checkbox"/> Drug and/or Alcohol Recovery | <input type="checkbox"/> Natural Disaster Victims | <input type="checkbox"/> Students |
| <input type="checkbox"/> Ex-Offenders | <input type="checkbox"/> Persons with Developmental Disabilities | <input type="checkbox"/> Transitional Age Youth [?] |
| <input type="checkbox"/> Frail and Elderly | <input type="checkbox"/> Persons with Physical Disabilities | <input type="checkbox"/> Transitions to Community Living Voucher [?] |
| <input type="checkbox"/> HIV/AIDS | <input type="checkbox"/> Previous Evictions | |

The below populations may search on their own and see your listings publicly

- ☐ Veterans
- ☐ All of the Above

New Account Password: (private)

New Password

Confirm New Password

* Please Prove Your Humanity: ☐ I'm not a robot



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DEMO: Housing Search



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DEMO: Housing Search

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Housing Search: Charlotte, NC

[Choose a different area](#)

Basic **Advanced** **Accessible**

General Search Information

Do you have a Section 8 Voucher? ☐ Yes ☐ No

Veteran or VASH Recipient? ☐ Yes ☐ No

Charlotte Family Housing Eligible? ☐ Yes ☐ No

Bedroom[s]

Bath

Rent range to a month

Optional Filters

Wait Listed Properties ☒ Display ☐ Hide

Housing Type

Senior/Disability Housing

Neighborhood

ZIP Code[s]
[List relevant ZIP codes](#)

Public Transit

Smoking Policy

Landlord Speaks

Show me Properties per Page

CLICK HERE TO SEARCH

Resources

- [Scam Alert for Renters](#)
- [Foreclosure Alert](#)
- [Suggest a Resource](#)

Organization Services:

Search for programs
Enter Search Term
(Ex. 'Housing' or 'Emergency')

[Basic Needs](#) (38)
[Consumer Services](#) (1)
[Criminal Justice and Legal Services](#) (4)
[Education](#) (3)
[Environmental Quality](#) (1)
[Health Care](#) (9)
[Income Security](#) (9)
[Individual and Family Life](#) (9)
[Mental Health Care and Counseling](#) (3)
[Organizational/Community/International Services](#) (2)
[Target Populations](#) (15)

Helpful Tools

- [What can you afford to rent?](#)
- [An example of moving costs](#)

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DEMO: Housing Search

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201 properties In Charlotte, Rent range \$0 to \$1,200 a month Pictures Low to High

prev 1 to 10 of 201 next

List Map Standard Detailed

4 Temporary Favorites see icon legend and more information


Hide Wait Listed Properties Refine or Restart Your Search



4220 Craig Avenue
Apt. H
Charlotte, NC 28211
\$1,195

2 Bed • 1.5 Bath • Apartments
704-612-9659


Just Updated
full listing →



1824 Haines Street
Charlotte, NC 28216
Veterans Welcome!!
\$750

1 Bed • 1 Bath • Shared Housing/Room to Rent
704-615-0199

full listing →



Single Women Affordable Housing
1003 McArthur Ave
Charlotte, NC 28206
5 rooms available as of 6/1/2021, shared bathrooms and kitchen \$500/mth. On site Laundry!
\$500

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DEMO: Housing Search

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4220 Craig Avenue - Apt. H - Charlotte, NC 28211 4 Favorites
[Report an Issue](#)

\$1,195
Deposit \$1,195

Available 09/01/21


Just Updated

One Year Lease
Utilities Included: Water, Sewer, Trash Pickup
Application Fee: \$35 Per Adult
Credit Check: YES Criminal Check: YES

2 Bed • 1.5 Bath • Apartments
850 sq.ft. • Built 1989 (approx.)
Up to 4 Occupants
24 Days on Market

Contact Tom Latimer
Tomika Investment Co, Private Owner
Phone 704-612-9859
Email latimer10@aol.com
Address PO Box 77013
Charlotte, NC 28271

Bathroom



Basic Features

Pets	Not Allowed
Smoking	No Smoking
Trash Service	Yes
Address-Based School District	Charlotte-Mecklenburg Schools

Appliances

Microwave	High Cabinet-mounted
Refrigerator / Freezer	Freezer On Top
Clothes Washer	Top Loading

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DEMO: Housing Search

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Utilities

Air Conditioner	Central
Heating Type	Electric
Water Heater	Electric
Cable Ready	Yes

Specialized Information

Listing ID	290659
Familiar with Section 8 process	Yes
Tax Credit Property	No
Seniors Only	No

Accessibility

Counter/Vanity	Standard Height Counters and Vanity
Door/Faucet Handles	Unknown

Kitchen & Bath Accessibility

Kitchen	Standard
Bathroom	Standard

Safety

Lead-free / Passes Lead Safe Guidelines	Yes
Fire Safety	<ul style="list-style-type: none"> Smoke Detector Carbon Monoxide Detector

Parking and Entry

Parking Type	Off Street
Allotted Parking Spaces	2
Parking in Front of Entrance	Yes
Entry Location	From Outside
Unit Entry	Step(s)
Unit Minimum Door Width	Doonway clear width -- 32" or wider
Other Entry Options	<ul style="list-style-type: none"> Door Knock / Bell Signaler Standard Peephole Accessible Peephole Deadbolt on Entry Door

Nearby Services

Bus Stop	Three Blocks
Playground	Two Blocks
Shopping Venues	Five Blocks
Grocery Shopping	Three Blocks
Hospital	Within Two Miles
Pharmacy	Four Blocks

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Socialserve connects people to housing and provides supportive, second chance employment.

Socialserve's HousingCLT program eliminates barriers for people in need of stable housing and helps property providers navigate complex housing programs.



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